

Foundational Skills Competency Assessment Guide

Employee Name:		Supervisor Name:			
Function/Dept:		Role:			
Review Period:	thru		Clock Number:		
<p>Definition: Foundational skills represent critical competency standards which are an integral part of work performance across all roles in the organization.</p>					
COMPETENCY GUIDE					
<p>Instructions: Select each competency of focus during this review period by marking the box to the left. Rate each sub competency by placing a "1" in the appropriate box.</p>			<p>C= Competent DA= Development Area NA/FGA= Not Applicable or Future Growth Area</p>		
Level 1 - Fundamental			C	DA	NA/ FGA
1.1 Organizational/Communication skills			Employee Initial	Manager Initial	
<input type="checkbox"/>	1.1.1		Speaks in a concise, clear manner and presents organized ideas to ensure understanding.		
<input type="checkbox"/>	1.1.2		Demonstrates a willingness to share ideas and perspectives and encourages others to do the same.		
<input type="checkbox"/>	1.1.3		Uses presentation software, graphics, and other aids to clarify complex or technical information.		
<input type="checkbox"/>	1.1.4		Organizes ideas in a clear, logical flow that can easily be followed by the audience.		
<input type="checkbox"/>	1.1.5		Listens effectively; documents information and assignments.		
<input type="checkbox"/>	1.1.6		Summarizes or paraphrases understanding of what speaker says in questions or comments to verify understanding and prevent miscommunication.		
<input type="checkbox"/>	1.1.7		Interacts effectively with others in both favorable and unfavorable situations.		
<input type="checkbox"/>	1.1.8		Presents information, analysis, ideas and positions in writing in a clear and convincing manner.		
<input type="checkbox"/>	1.1.9		Non-verbal behavior is appropriate to the situation.		
<input type="checkbox"/>	1.1.10		Organizes written ideas clearly.		


Foundational Skills Competency Assessment Guide

1.1.11	Uses appropriate writing style consistent with organizational guidelines.					
1.1.12	Makes clear and convincing oral presentations that achieve their purpose and are appropriate for the level and experience of audience.					
1.1.13	Written documents and communication include correct spelling, grammar and punctuation.					
Areas of demonstrated competence in Organizational/Communication Skills		0				
Areas in need of improvement in Organizational/Communication Skills		0				
Not Applicable or Future growth opportunities in Organizational/Communication Skills			0			
<div></div>	1.2 Attendance	C	DA	NA/ FGA	Employee Initial	Manager Initial
1.2.1	Employee adheres to work schedule and complies with attendance and leave policies.					
1.2.2	Employee's pattern of attendance does not interfere with the assigned duties and responsibilities.					
1.2.3	Employee can be depended upon to be available for work and to fulfill position responsibilities.					
1.2.4	Reports to work on time and communicates schedule changes promptly to supervisor.					
1.2.5	Schedules time off in advance.					
1.2.6	Begins work on time.					
1.2.7	Ensures work responsibilities are covered when absent.					
1.2.8	Arrives at meetings and appointments on time.					
Areas of demonstrated competence in Attendance		0				
Areas in need of improvement in Attendance		0				
Not Applicable or Future growth opportunities in Attendance			0			

Foundational Skills Competency Assessment Guide

1.3 Adaptability/Reliability		C	DA	NA/ FGA	Employee Initial	Manager Initial
1.3.1	Functions effectively under critical and tight deadlines, heavy workloads, and/or other pressures.					
1.3.2	Effectively handles several challenging problems or tasks at once.					
1.3.3	Maintains self-control in all situations.					
1.3.4	Maintains a sense of humor under difficult circumstances.					
1.3.5	Deals effectively with pressure and stress.					
1.3.6	Maintains focus and intensity and remains optimistic and persistent, even under adversity.					
1.3.7	Recovers quickly from setbacks.					
1.3.8	Effectively manages own behavior and time, including balancing work and personal life.					
Areas of demonstrated competence in Adaptability/Reliability		0				
Areas in need of improvement in Adaptability/Reliability		0				
Not Applicable or Future growth opportunities in Adaptability/Reliability			0			
1.4 Accountability		C	DA	NA/ FGA	Employee Initial	Manager Initial
1.4.1	Manages performance to achieve expected results.					
1.4.2	Keeps informed of performance through face-to-face meetings, written communications, analytical reports, and performance measures.					
1.4.3	Keeps supervisor informed of progress, issues, and potential problems.					
1.4.4	Maintains a cost/effective balance of controls and risk-taking to ensure effective and efficient operation within a budget.					



Foundational Skills Competency Assessment Guide

1.4.5	Identifies and addresses areas of weakness that may affect organizational performance.					
1.4.6	Takes full responsibility for results.					
Areas of demonstrated competence in Accountability		0				
Areas in need of improvement in Accountability		0				
Not Applicable or Future growth opportunities in Accountability			0			
	1.5 Customer Focus	C	DA	NA/ FGA	Employee Initial	Manager Initial
1.5.1	Makes customers and their needs a primary focus.					
1.5.2	Develops and sustains productive customer relationships; gains trust of and credibility with customer.					
1.5.3	Readily readjusts priorities to respond to pressing and changing client demands.					
1.5.4	Quickly and effectively solves customer problems.					
1.5.5	Is accessible and provides prompt, attentive service.					
1.5.6	Asks questions to discover needs and encourages feedback to improve service.					
1.5.7	Lets customers know he/she is willing to work with them to meet their needs.					
1.5.8	Finds ways to measure and track customer satisfaction.					
1.5.9	Presents a cheerful, positive manner with customers.					
1.5.10	Understands and is responsive to customers' objectives and needs.					
1.5.11	Presents solutions that meet service objectives.					
Areas of demonstrated competence in Customer-Focus		0				


Foundational Skills Competency Assessment Guide

Areas in need of improvement in Customer-Focus		0			
Not Applicable or Future growth opportunities in Customer Focus		0			
Level 2 - Intermediate					
2.1 Judgment/Initiative		C	DA	NA/ FGA	Employee Initial Manager Initial
2.1.1	Identifies what needs to be done and takes action before being asked, when the situation requires it.				
2.1.2	Takes prompt action to accomplish objectives and achieve goals beyond what is required.				
2.1.3	Refers appropriate situations to Manager and completes situations that can be handled.				
2.1.4	Appraises a situation before acting and identifies problem areas that need attention.				
2.1.5	Resolves problems in early stages.				
2.1.6	Displays a willingness to make decisions.				
2.1.7	Exhibits ability to learn and apply new skills--seeks new work challenges.				
Areas of demonstrated competence in Judgment/Initiative		0			
Areas in need of improvement in Judgment/Initiative		0			
Not Applicable or Future growth opportunities in Judgment/Initiative		0			
2.2 Job knowledge, Skills, and Abilities		C	DA	NA/ FGA	Employee Initial Manager Initial
2.2.1	Competent and effective in required job skills and knowledge.				
2.2.2	Exhibits ability to learn and apply new skills.				
2.2.3	Keeps abreast of current organizational policies and developments.				

Foundational Skills Competency Assessment Guide

2.2.4	Maintains acceptable level of capability, skill, and thoroughness in effectively accomplishing assigned duties and responsibilities.					
2.2.5	Requires minimal supervision.					
Areas of demonstrated competence in Job knowledge, Skills, and Abilities		0				
Areas in need of improvement in Job knowledge, Skills, and Abilities		0				
Future growth opportunities in Job knowledge, Skills, and Abilities			0			
	2.3 Quality and Quantity of Work	C	DA	NA/ FGA	Employee Initial	Manager Initial
2.3.1	Consistently delivers high degree of accuracy, thoroughness and attention to detail in work.					
2.3.2	Looks for ways to improve and promote quality.					
2.3.3	Monitors own work to ensure quality and applies feedback to improve quality.					
2.3.4	Performs a full range of duties and accomplishes acceptable amount of work.					
2.3.5	Produces necessary results in spite of unforeseen changes.					
2.3.6	Completes assignments on or ahead of schedule in an organized, timely manner.					
Areas of demonstrated competence in Quality and Quantity of Work		0				
Areas in need of improvement in Quality and Quantity of Work			0			
Not Applicable or Future growth opportunities in Quality and Quantity of Work				0		
Level 3 - Advanced						
	3.1 Decision Making	C	DA	NA/ FGA	Employee Initial	Manager Initial
3.1.1	Makes timely and sound decisions.					

Foundational Skills Competency Assessment Guide

3.1.2	Compares data from different sources to draw conclusions.					
3.1.3	Includes others in the decision-making process as warranted to help make the most appropriate decision and to gain buy-in.					
3.1.4	Takes calculated risks.					
Areas of demonstrated competence in Decision Making		0				
Areas in need of improvement in Decision Making		0				
Not Applicable or Future growth opportunities in Decision Making			0			
	3.2 Influencing others	C	DA	NA/ FGA	Employee Initial	Manager Initial
3.2.1	Seeks out and builds relationships with others who can provide information, intelligence, career support, potential business, and other ways to help.					
3.2.2	Appropriately involves others in a process or decision to ensure their support.					
3.2.3	Presents facts, analysis, and conclusions or solutions in a way that demonstrates command of content.					
3.2.4	Take a personal interest in others to develop relationships.					
3.2.5	Presents information or data that has a strong positive effect on others.					
3.2.6	Gains the support of others in meeting objectives by acknowledging their resistance and fears, addressing their questions and concerns, and accommodating them to the extent possible without undermining the effort.					
Areas of demonstrated competence in Influencing others		0				
Areas in need of improvement in Influencing others		0				
Not Applicable or Future growth opportunities in Influencing others			0			

Foundational Skills Competency Assessment Guide

Foundation Skills Assessment Summary Results								
Areas of Demonstrated Competence				0				
Areas in Need of Development				0				
Not Applicable or Future Growth Opportunities					0			
Development Plan								
Competency	Development Actions (S.M.A.R.T. Goals)	Target/ Complete Date		Employee Initial	Manager Initial			
		Next Meeting Date						